



May 2004

FrontLine Employee

A newsletter from the Employee Advisory Service (EAS)

Call EAS: Olympia (360) 753-3260 Seattle (206) 281-6315 Spokane (509) 482-3686

Web: <http://hr.dop.wa.gov/eas.html>

EAP Help for Relationships with Supervisors

Keeping a positive and open relationship with your supervisor is important. Like most problems, difficulties with supervisors are temporary. This can depend, however, on your ability to be proactive, meet with your supervisor, discuss the issues, and work toward a better relationship. **EAS, your Employee Assistance Program**, can help. We can talk with you about the issues, objectively help you identify important personal changes to consider, and prepare you for a successful meeting with your supervisor. Disagreements about performance expectations, conflicting work habits, and communication differences between you and your supervisor can interfere with your happiness and productivity. The EAP will help you do things to see that it doesn't reach that point.



STRESS MANAGEMENT TIPS . . .

TOUCH ITEMS Only Once!



Whether you are reading e-mails, listening to voice mail, unloading groceries, taking off your socks, or using a tool, you will save more time and be more productive if you touch things only once. Become a believer in this enduring time-management principle by spending a day experimenting with it. Barnes and Noble book company is such a believer in this time-saving tip that when a new store is opened, the goal of touching a book only once in order to shelve it is in the form of a corporate decree.

PROTECTING Children Online

Children gaining access to web sites with objectionable content concerns many parents. Millions of web pages market sexual material, promote drug abuse, advertise hate groups, and more. Seventy percent of children doing homework online have stumbled onto sexually explicit web sites, according to cyber watchdog ProtectKids.com. Even the best Internet filter software tested by Consumer Reports (AOL's Parental Controls) was only moderately successful at blocking objectionable sites. Off-the-shelf software, Cyber Patrol, Cybersitter, and Cyber Snoop were also effective. A variety of useful features among filter software include the ability to track sites visited, monitor downloads, control time-of-day access, and more. View almost every filter program available at www.GetNetWise.org.



Avoid Left-hand Turns?

One out of every three accidents occurs at an intersection. The primary cause is failure to yield the right-of-way. Left-hand turns at intersections expose a vehicle and its passengers at the weakest point on the vehicle, the side doors. That's why many insurance companies are encouraging employers to educate employees about intersections and avoiding left-hand turns, if possible. Sound impractical? Most accidents occur within 25 miles of home, so an intersection frequently used might be the one to avoid with an alternative route.



Source: Universal Underwriters Group

Customers: More Right Than Ever

You have undoubtedly experienced examples of modern-day customer service: on-the-spot discounts, more free stuff, and faster refunds, especially when a business goofs. Today, the customer is more right than ever.



Does your view of customers match the "always right" philosophy supported by your agency? It will if you start by acknowledging that the customer's feelings are his or her reality, and that feelings are always right, even if the beliefs are questionable. You will calm customers quicker, reduce your stress, solve their problems faster, and enjoy your job more by seeing them as "always right."

Can you see complaints as gifts? The book, *A Complaint Is a Gift: Using Customer Feedback as a Strategic Tool*, centers on this idea. A complaint is an *expectation that has not been met*. Paying close attention to complaints can produce insights on customers' desires that rival the most expensive research.

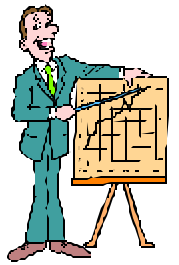
Say "Yes" to Supervisor Referrals

If your supervisor referred you to EAS but you decided not to go, we would like to remind you of important principles that govern your Employee Assistance Program. EAPs are strictly confidential and are governed by the state's EAP policy. Laws that pertain to confidentiality and privacy also safeguard your identity and the information you share with the EAP. When you visit the EAP, you will be treated with respect, not pressured or "analyzed". Our most important goal is to listen to what you have to say, and help you get your needs met in the most effective way possible.



Getting Ready for Your Review

Worry less about your annual review this year. Instead, make it easier for your evaluator to give you the best rating possible by providing a list of your accomplishments, both big and small. To create the most comprehensive list, jog your memory by examining "in" and "out" correspondence files, work logs, word processing files, and appointment calendars. Keep a copy, and you'll eventually have a record of every important accomplishment of your career.



PRODUCTIVITY TIPS . . .

No Puzzle to Get Published



Are you intimidated by the thought of writing an article for your agency newsletter or a professional journal? Add spice to your resume by using this outline for writing a captivating article you will be remembered for:

- **Who, What, Where, When, How:** Key elements associated with the subject of the article.
- **Anecdote:** Interesting short examples that illustrate the theme, message, or different points within the article.
- **Issues and points:** The matter or arguments of the article's theme or message.
- **Controversy:** Opposite view others might raise against the theme or message of the article, and a rebuttal to that view.
- **Direct Question:** Questions for the reader to consider that support the theme, argument, or message in the article.
- **Quotations:** Authoritative and/or supportive statements by others that argue in favor of the message or theme of the article.
- **Then and Now:** Why the article is important or timely.
- **Relevance:** Importance of the article's message to the reader.
- **Statistics:** Facts that support the article's theme or message.
- **Advice:** What the reader should think, believe, or do.
- **Repeat of the Theme and Purpose:** Assertive restatement of the main topic, key message, or points in the article.
- **For More Information:** Information for the reader's further consideration.

A service of the:

